DEPARTMENT OF MOTOR VEHICLES MONTHLY STATUS UPDATE

REPORT TO THE JOINT LEGISLATIVE BUDGET COMMITTEE OF THE STATE OF CALIFORNIA

EXECUTIVE SUMMARY

The Budget Act of 2018 (SB 862, Chapter 449, Statutes of 2018) requires the Department of Motor Vehicles (DMV) to submit monthly reports to the Legislature regarding the state of field office wait-times and efforts to improve business processes.

September 2019 Highlights:

- DMV issued 395,563 REAL ID compliant driver licenses or identification cards this month, for a grand total of 5,849,623 REAL IDs since implementation in January 2018.

- DMV installed 39 new DMV Now Kiosks in locations statewide.

- September wait times for non-appointment customers were 22 minutes below target levels, averaging 38 minutes (37 minutes queue time and 1 minutes pre-queue).

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REAL ID CUSTOMERS AND WORKLOAD

As of September 30, 2019, DMV produced and issued more than 5.8 million REAL ID driver license and identification cards.

Monthly DL/ID Cards Produced

	COMPLIANT			NON-COMPLIANT			TOTAL	% COMPLIANT		
	DL	ID	TOTAL	DL	ID	TOTAL	DL/ID	DL	ID	TOTAL
January 2018 (22-31)	29,725	9,971	39,696	205,823	45,426	251,249	290,945	12.6%	18.0%	13.6%
February 2018	74,020	24,798	99,688	498,284	102,984	601,268	700,956	12.9%	19.4%	14.2%
March 2018	111,296	33,216	144,512	543,280	109,255	652,535	797,047	17.0%	23.3%	18.1%
April 2018	121,715	31,049	152,764	476,314	93,661	569,975	722,739	20.4%	24.9%	21.1%
May 2018	141,704	30,160	171,864	483,399	89,520	572,919	744,783	22.7%	25.2%	23.1%
June 2018	147,536	41,147	188,683	464,538	88,930	553,468	742,151	24.1%	31.6%	25.4%
July 2018	171,051	43,491	214,542	473,450	90,041	563,491	778,033	26.5%	32.6%	27.6%
August 2018	228,165	46,279	274,444	516,521	103,929	620,450	894,894	30.6%	30.8%	30.7%
September 2018	219,054	34,315	253,369	453,866	93,975	547,841	801,210	32.6%	26.7%	31.6%
October 2018	291,720	44,091	335,811	559,184	109,507	668,691	1,004,502	34.3%	28.7%	33.4%
November 2018	244,166	35,383	279,549	402,515	84,032	486,547	766,096	37.8%	29.6%	36.5%
December 2018	264,106	34,071	298,177	372,205	78,245	450,450	748,627	41.5%	30.3%	39.8%
2018 Total	2,044,258	407,971	2,452,229	5,449,379	1,089,505	6,538,884	8,991,113	27.3%	27.2%	27.3%
January 2019	293,666	45,793	339,459	387,686	88,291	475,977	815,436	43.1%	34.2%	41.6%
February 2019	258,062	56,973	315,035	501,193	121,662	622,855	937,890	34.0%	31.9%	33.6%
March 2019	331,960	49,236	381,196	494,019	104,865	598,884	980,080	40.2%	32.0%	38.9%
April 2019	325,818	49,645	375,463	442,096	96,052	538,148	913,611	42.4%	34.1%	41.1%
May 2019	335,169	38,291	373,460	472,898	109,983	582,881	956,341	41.5%	25.8%	39.1%
June 2019	315,967	43,267	359,234	444,684	102,072	546,756	905,990	41.5%	29.8%	39.7%
July 2019	369,958	51,591	421,549	462,261	114,688	576,949	998,498	44.5%	31.0%	42.2%
August 2019	388,659	47,776	436,435	446,369	110,805	557,174	993,609	46.5%	30.1%	43.9%
September 2019	357,303	38,260	395,563	413,437	96,780	510,217	905,780	46.4%	28.3%	43.7%
GRAND TOTALS	5,020,820	828,803	5,849,623	9,514,022	2,034,703	11,548,725	17,398,348	34.5%	28.9%	33.6%

DMV WORK ACTION PLAN UPDATES

During the month of September, DMV completed the following Work Action Plan items:

Training Resources

The department requires additional trainers in the Departmental Training Branch. The existing training officers and training sites all are being utilized to offer Basic Driver License classes to new hires to enable them to process REAL ID driver license and identification card applications. Employees need training on other subjects and skillsets, such as vehicle registration processes and driver license examinations, in order to assist all customer needs. The Departmental Training Brach received approval in the fiscal year 2019/2020 budget for 12 new training staff to ensure timely training. The 12 trainers have been selected and reported to the Departmental Training Branch prior to September.

STAFFING

Hiring Status: DMV has made offers on 663.5 of 784 new positions. The following chart reflects the status of these hires as of September, 2019.

Region	Number Authorized	Offers Made	Awaiting Fingerprints	Started	On-boarding In-Office Training	Expedite In-Office Training	Basic Driver License Training
I	57.0	48.0	0.0	40.0	5.5	0.0	14.5
II	124.0	114.5	22.0	44.0	16.0	6.0	3.0
III	81.0	81.0	12.0	71.0	18.0	14.0	27.0
IV	52.0	49.0	2.0	37.0	36.0	32.0	32.0
V	95.0	87.0	6.0	45.0	34.0	25.0	10.0
VI	134.0	85.0	1.0	65.0	57.0	0.0	7.0
VII	110.0	92.0	6.0	68.0	30.0	26.0	0.0
VIII	131.0	107.0	0.0	104.0	91.0	91.0	45.0
Total	**784.0**	**663.5**	**49.0**	**474.0**	**287.5**	**194.0**	**138.5**

On-boarding Training Modules

- Start Here/Concierge
- Appointment Check-in
- Cash Handling
- Drive Test Check-in
- Single Station Inventory
- Touch Screen Terminals
- Four pillars of superior customer service

Expedite Training Modules

- Driver License Record Information Requests
- Vehicle Registration Information Requests
- Return Knowledge Tests (non-commercial)
- Photo Retakes
- Personalized License Plate Assignment

DMV began hiring staff in earnest in late June/early July 2019, thus this report captures newly hired staff early in their training cycles.

All newly hired staff are expected to begin the On-boarding Training Module within two weeks of initial hire. The module takes place over two-weeks and is intended to introduce new hires to many of the support functions of the field office as well as superior customer service. Employees are immersed in the on boarding concepts for two to four weeks until they demonstrate application of the skills. Only then do they proceed to the second module, Expedite In-Office Training.

Expedite Training introduces new hires to the work processes that are performed at the Expedite Window. This module is one week and, at its conclusion, a new employee should be able to work independently at the Expedite Window. Both the On-boarding and Expedite Training provide a solid on-the-job knowledge base for new hires prior to their formalized classroom instruction.

Absenteeism: DMV continues to collect absenteeism data, which has an overall average of 6.1 percent. This percentage remains constant.

CONTINUED PROCESS IMPROVEMENTS:

Customer Experience Improvements: DMV continues to work on a number of initiatives to improve the customer experience, particularly as it relates to REAL ID. This includes, but is not limited to:

- Proof of concept for implementation of DMV Express, which will enable customers to upload their identity, social security, and residency documents online prior to their office visit. This would save several minutes of processing time at the field office. Work on this POC is expected to begin in early October.

- A business partner marketplace, which will enable customers to perform online vehicle registration services through DMV's business partners that are not currently available through DMV's online services. The purpose of this is to process more non-REAL ID transactions outside of the field offices in order to increase capacity for REAL ID. DMV expects to finalize the marketplace name by the end of October and to go live with the marketplace in November.

- Deploying chrome devices in the field offices for customers to use for completing driver license applications. Currently, customers needing to complete applications in the field offices must utilize the testing terminals, which creates delays and congestion in the office. Dedicating chrome devices to this use should help to alleviate this bottleneck. Currently, DMV is researching power availability in the offices and procuring "arms" to secure the devices prior to deployment. A target rollout date will be set when research is complete.

Website Design: DMV deployed a chatbot on August 27, 2019, to provide additional assistance to customers with REAL ID questions. The chatbot, called "Miles" conducts a "conversation" with website users, using artificial intelligence to answer questions they type into the site. Currently, Miles has answers to REAL ID-related questions. By November 30, 2019, additional driver license topics will be added, and by January 31, 2020, vehicle registration topics will be added to Miles.

The REAL ID microsite (www.realid.dmv.ca.gov) launched the evening of August 20, 2019. A full website redesign is anticipated to be unveiled in June, 2020 that will provide customers with a clear, concise website that is user-friendly and provides quick service, consistency of information, and highlights alternates to a field office visit.

INFORMATION TECHNOLOGY

DMV Now Kiosks: DMV is increasing usage of its self-service kiosks in order to reduce the number of customers who wait in line for services.

DMV is coordinating with its kiosk vendor to add 200 additional self-service kiosks in 2019 (25 in DMV field offices and 175 in retail locations). DMV installed 39 new kiosks in September, bringing the total new installations to 154. The remaining 46 are on track to be deployed. Including its existing inventory, DMV now has 306 DMV Now kiosks statewide: 95 in DMV field offices, 194 in retail locations, 3 in libraries, 1 at University of California, Irvine, 1 in the Mendota City Hall, and 12 in AAA locations in Northern California.

By December 31, 2019, DMV plans to increase accessibility and usability of the kiosks by adding 10 additional languages to the kiosks (Arabic, Armenian, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Tagalog, and Vietnamese) and the following new services by January 31, 2020:

- Driver history record request
- Duplicate registration card
- Replacement vehicle registration sticker
- Vehicle history record request

DMV continues to evaluate additional ways in which the kiosks can be used to allow customers to complete their DMV transactions.

Self-Service Terminal Kiosk Transactions

	Field Office	Retail	Library	UC Irvine	Mendota	AAA	TOTAL
Oct-17	122,358	10,043	N/A	92	N/A	N/A	**132,493**
Nov-17	114,602	10,598	N/A	94	N/A	N/A	**125,294**
Dec-17	113,140	12,889	N/A	86	N/A	N/A	**126,115**
Jan-18	131,496	17,155	N/A	151	N/A	N/A	**148,802**
Feb-18	139,654	22,487	N/A	149	N/A	N/A	**162,290**
Mar-18	164,073	29,886	N/A	184	N/A	N/A	**194,143**
Apr-18	136,052	27,942	N/A	184	N/A	62	**164,178**
May-18	154,238	32,195	N/A	239	N/A	109	**186,672**
Jun-18	141,716	32,825	N/A	236	N/A	177	**174,777**
Jul-18	139,563	34,511	N/A	245	N/A	187	**174,319**
Aug-18	141,483	33,979	9	270	N/A	184	**175,741**
Sep-18	119,632	34,666	75	199	N/A	185	**154,572**
Oct-18	119,112	33,663	123	203	N/A	228	**153,101**
Nov-18	110,526	35,771	194	157	27	249	**146,675**
Dec-18	100,144	39,380	238	103	23	248	**139,888**
Jan-19	126,200	46,863	288	150	117	302	**173,618**
Feb-19	127,110	50,568	281	184	159	326	**178,302**
Mar-19	150,882	64,586	356	190	236	373	**216,250**

Apr-19	134,888	58,524	367	208	159	536	**194,146**
May-19	150,461	65,458	440	200	222	786	**217,567**
Jun-19	134,997	64,315	405	236	167	653	**200,773**
Jul-19	152,897	61,493	461	264	200	760	**216,075**
Aug-19	148,232	74,521	501	265	222	958	**224,699**
Sep-19	118,938	73,133	479	163	157	719	**193,589**

Online Transactions: DMV is reviewing enhancements to services available via the DMV Website www.dmv.ca.gov. In September 2019, the following new services were added to help redirect customers from DMV field office to the website:

- Replacement registration card request
- Replacement vehicle registration sticker request

WINDOW HOURS

Moving Average of the Proportion of Actual to Max Window Hours: Window hour usage increased in all but a few DMV offices during September. The following figure shows the 10-day moving average of the proportion of available window hours recorded in use on a daily basis for the prior six months[1]. The 10-day moving average is calculated by averaging the daily proportions for the current day and each of the nine days prior[2]. Each individual line represents the moving average across all offices in a given office grade. The maximum available window hours was calculated based on the number of available transaction windows, multiplied by the number of hours in a normal business day for that office, taking into account any extended hours offered at a location. The proportion of actual window hour usage to maximum available usage varies across office grades. A smaller office can more easily achieve 100 percent window hour usage on any given day than can a larger office with significantly more transaction windows.

Moving Average of the Proportion of Actual to Max Window Hours

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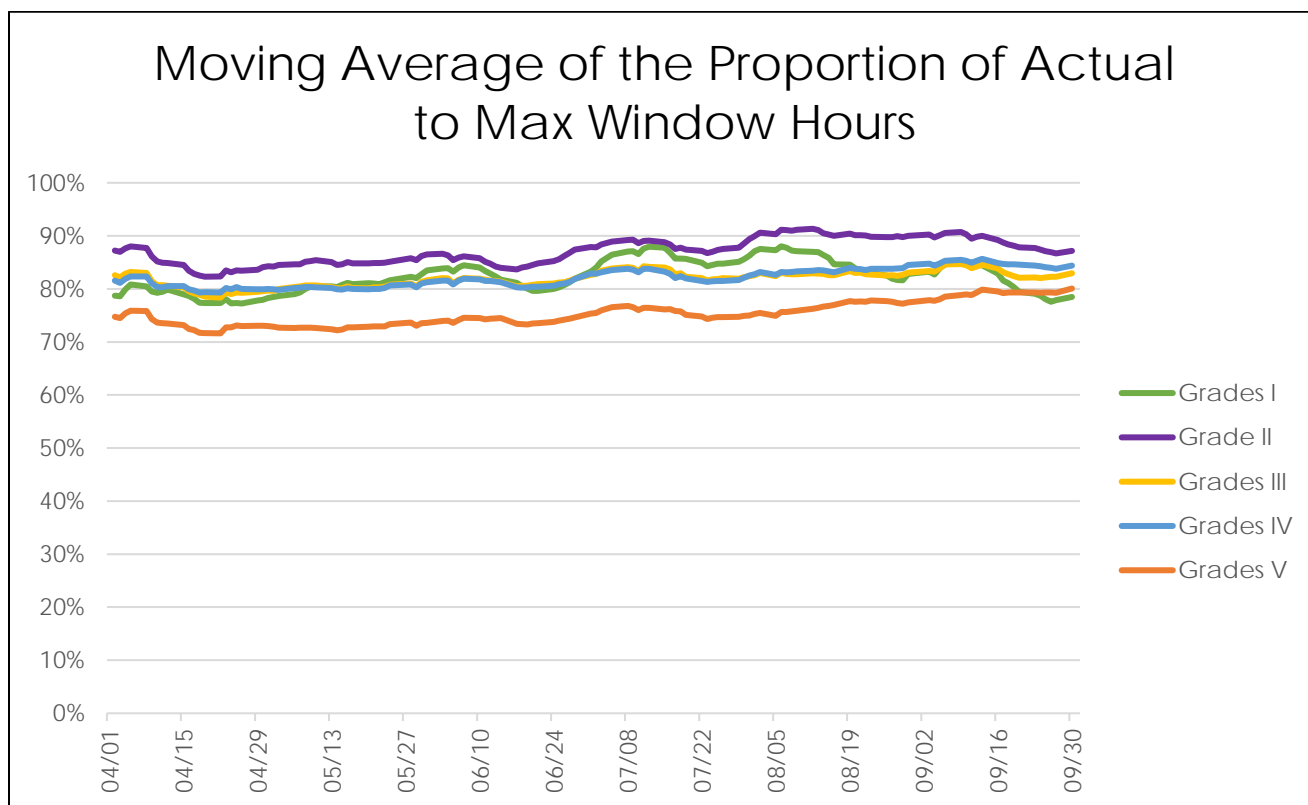
[1] The window hour statistics here include data from both appointment and non-appointment queues but exclude data from Saturdays.
[2] All 10 days are weighted equally in the calculation of the average.

Percentage of Actual to Maximum Window Hours: This table presents the same information as the figure above, but aggregated to the month as a whole.

Percentage of Actual to Maximum Window Hours

	Apr-2019	May-2019	Jun-2019	Jul-2019	Aug-2019	Sep-2019
Grade I	79%	82%	82%	85%	84%	81%
Grade II	84%	85%	86%	87%	91%	88%
Grade III	80%	81%	82%	81%	83%	83%
Grade IV	80%	80%	82%	81%	84%	85%
Grade V	73%	73%	75%	74%	77%	80%

Statewide Monthly Average of Actual to Maximum Window Hours: This chart presents the same data, but aggregated to the state as a whole, and reporting on the vertical axis the raw number of window hours.
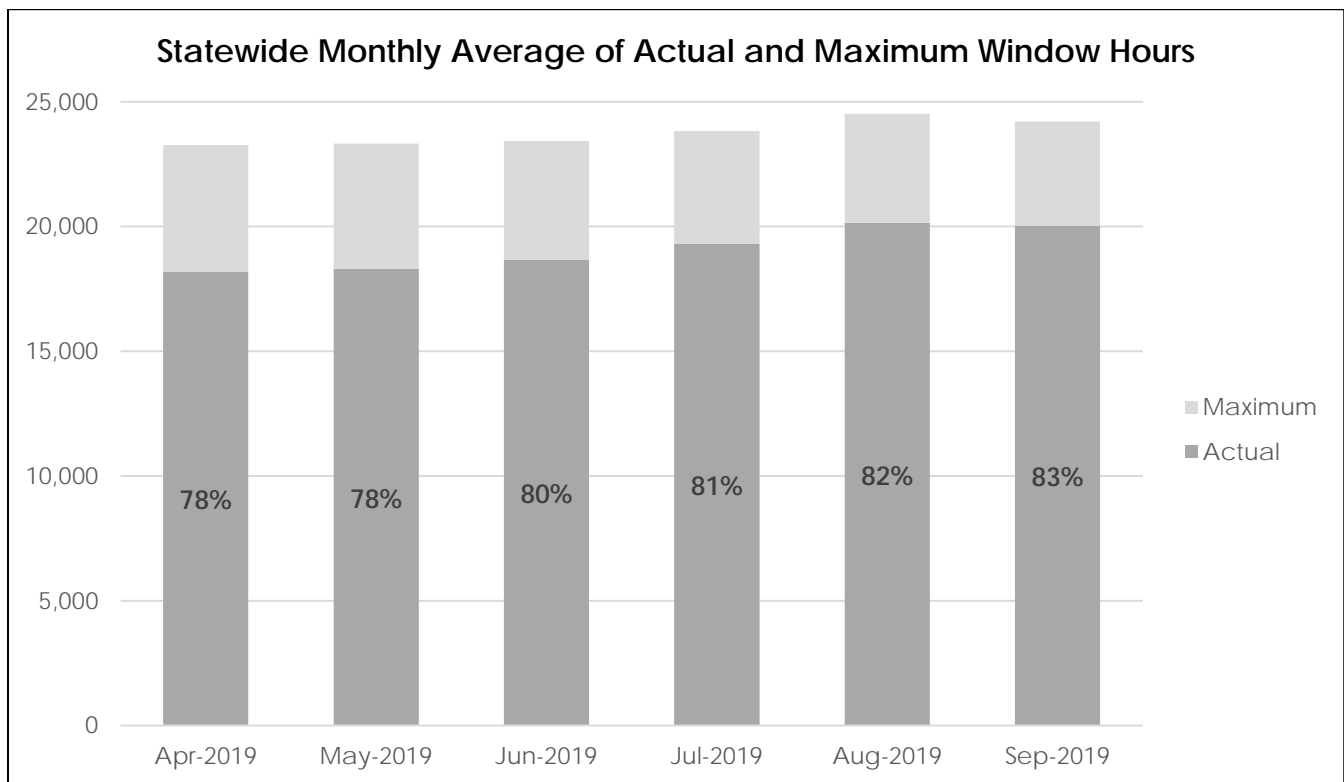
WAIT TIMES

September wait times for non-appointment customers were 22 minutes below target levels, averaging 38 minutes (37 minutes queue time and 1 minutes pre-queue). DMV attributes the decrease in average wait times to the continued progress towards elimination of the pre-queue, increased staffing, and seasonal shifts in customer volumes.

Average Wait Time for Non-Appointment Customers – Statewide:
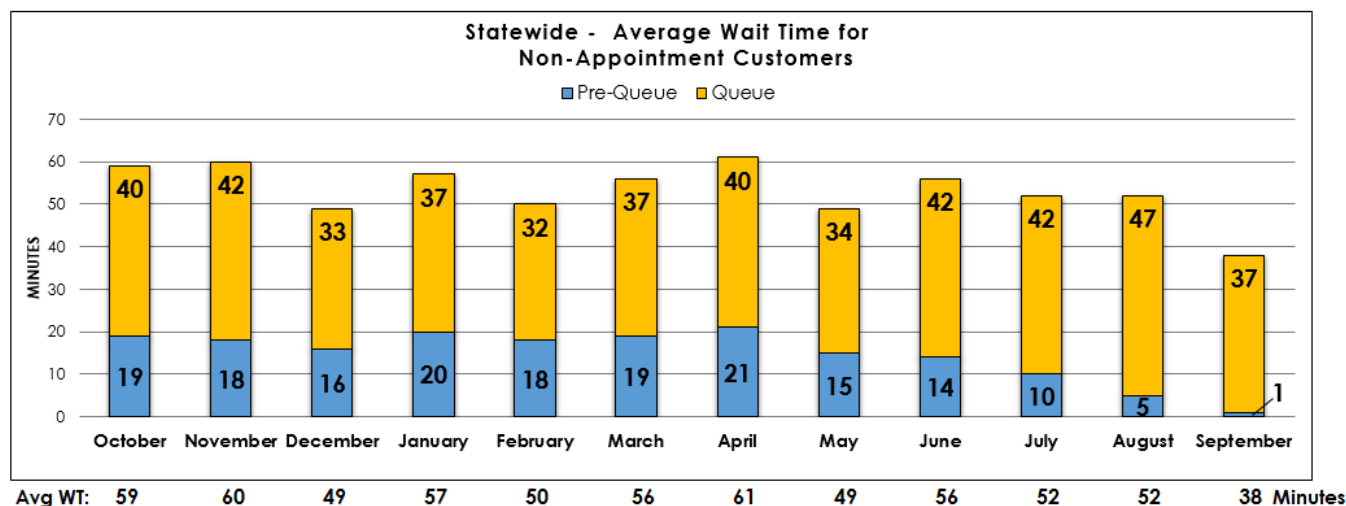
Average Wait Time for Non-Appointment Customers – Monthly Top 20 Offices:
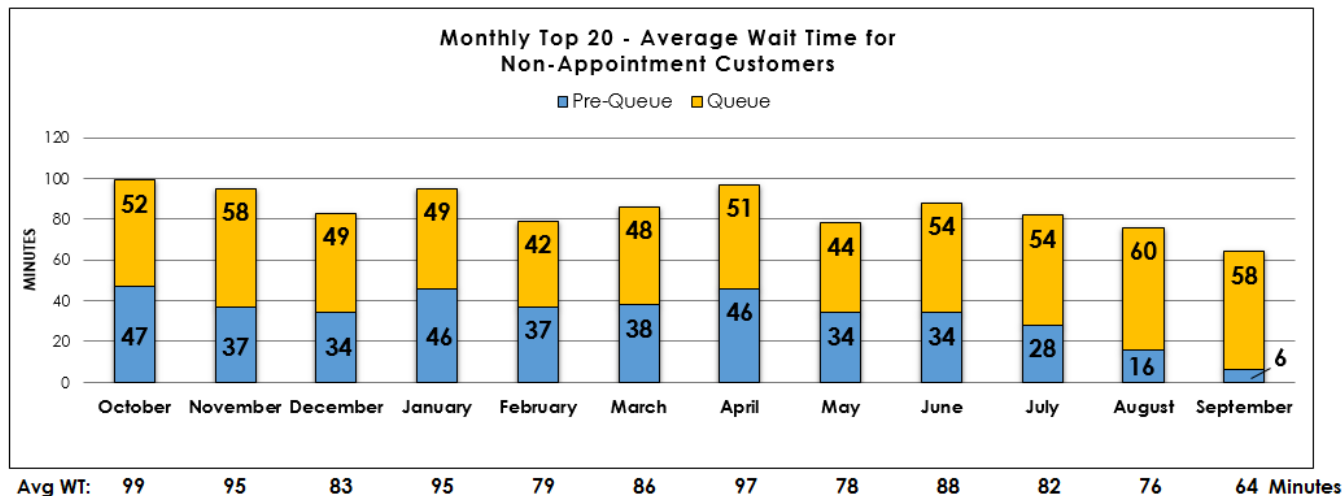
Average Wait Time by Grade – Statewide: The following tables show the reduction in wait times for various grades (sizes) of field offices.

- Grade I/II offices are small, mostly rural offices, serving an average of 300-1,200 customer per week.
- Grade III offices are mid-sized offices, serving an average of 1,500-2,000 customers per week.
- Grade IV/V offices are large, mostly urban offices which serve an average of 2,000-3,300 customers per week.

STATEWIDE - MONTH OF August, 2019

Month of August, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	34,247	11	207,824	25	3	28	242,071	23	26
Grade III - 47 Offices	93,595	15	407,131	33	4	37	500,726	29	33
Grade IV/V - 68 Offices	222,464	19	952,984	49	6	55	1,175,448	43	48

STATEWIDE - MONTH OF September, 2019

Month of September, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	30,386	11	190,132	24	1	25	220,518	22	23
Grade III - 47 Offices	82,319	13	365,768	29	1	30	448,087	26	27
Grade IV/V - 68 Offices	190,992	18	863,331	43	2	45	1,054,323	39	40

DIFFERENCE BETWEEN MONTH OF September, 2019 and MONTH OF August, 2019

Month of Sep vs Aug, 2019	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
Grade	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
Grade I/II - 56 Offices	(3,861)	-	(17,692)	(1)	(2)	(3)	(21,553)	(1)	(3)
Grade III - 47 Offices	(11,276)	(2)	(41,363)	(4)	(3)	(7)	(52,639)	(3)	(6)
Grade IV/V - 68 Offices	(31,472)	(1)	(89,653)	(6)	(4)	(10)	(121,125)	(4)	(8)

Wait Times by Time Range – By Grade: The following charts show the number and percentage of customers whose queue wait times were 0-30 minutes, 31-90 minutes, and over 90 minutes for each Region.

September 2019 - REGION I

Time Range	Percentage	Number
WITHIN 30 MINUTES	71.3%	86,868
31 - 90 MINUTES	27.7%	33,739
OVER 90 MINUTES	1.0%	1,267

September 2019 - REGION II

Time Range	Percentage	Number
WITHIN 30 MINUTES	52.4%	127,183
31 - 90 MINUTES	42.7%	103,598
OVER 90 MINUTES	4.9%	11,944

September 2019 - REGION III

Time Range	Percentage	Number
WITHIN 30 MINUTES	67.5%	156,561
31 - 90 MINUTES	30.1%	69,754
OVER 90 MINUTES	2.4%	5,640

September 2019 - REGION IV

Time Range	Percentage	Number
WITHIN 30 MINUTES	64.6%	118,592
31 - 90 MINUTES	32.5%	59,648
OVER 90 MINUTES	2.9%	5,300

September 2019 - REGION V

Time Range	Percentage	Number
WITHIN 30 MINUTES	49.1%	107,046
31 - 90 MINUTES	45.7%	99,756
OVER 90 MINUTES	5.2%	11,386

September 2019 - REGION VI

Time Range	Percentage	Number
WITHIN 30 MINUTES	37.9%	89,445
31 - 90 MINUTES	49.6%	117,313
OVER 90 MINUTES	12.5%	29,416

September 2019 - REGION VII

September 2019 - REGION VIII

Wait Times by Time Range - Statewide: The following charts show the number and percentage of customers whose queue wait time were 0-30 minutes, 31-60 minutes, 61-90 minutes, etc. (in thirty-minute increments) for the prior six months.

Wait times by Range: Month of September 2019

Wait Times by Range: Month of August 2019
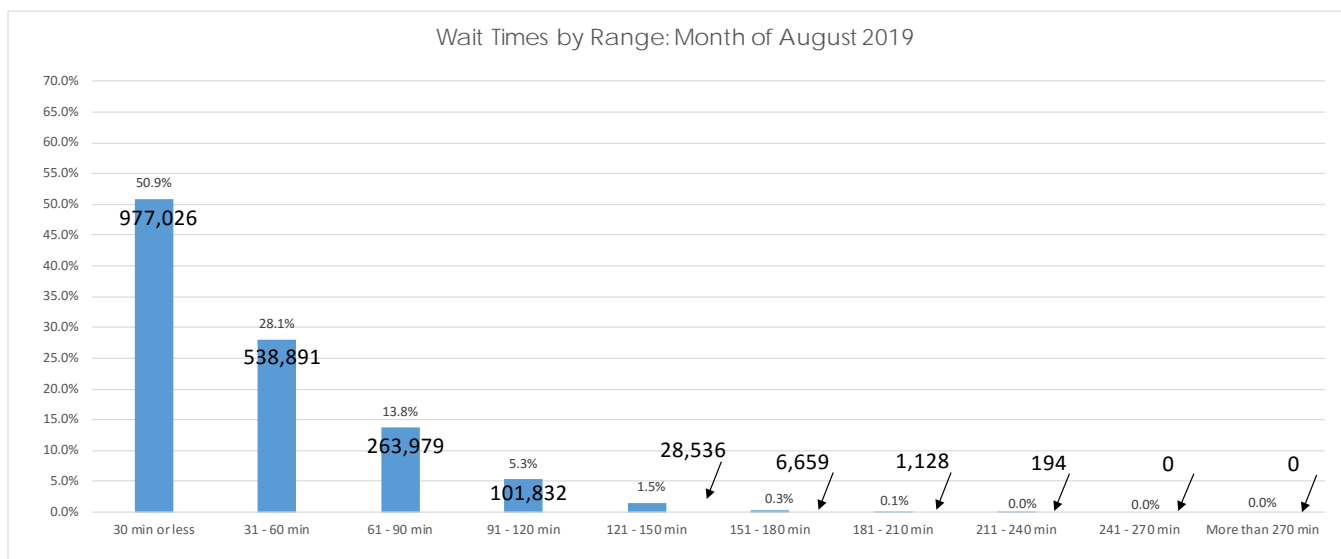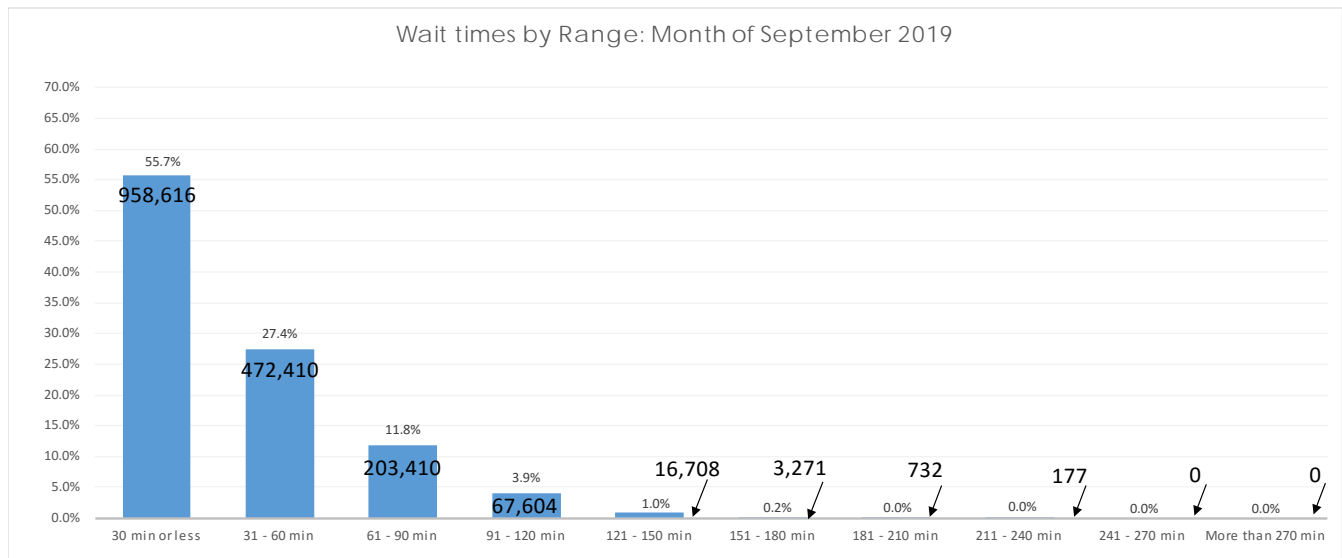
Wait Times by Range: Month of July, 2019

Range	Percent	Count
30 min or less	50.8%	918,881
31 - 60 min	28.4%	511,981
61 - 90 min	13.7%	246,966
91 - 120 min	5.1%	91,426
121 - 150 min	1.5%	27,681
151 - 180 min	0.4%	6,454
181 - 210 min	0.1%	1,385
211 - 240 min	0.0%	80
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
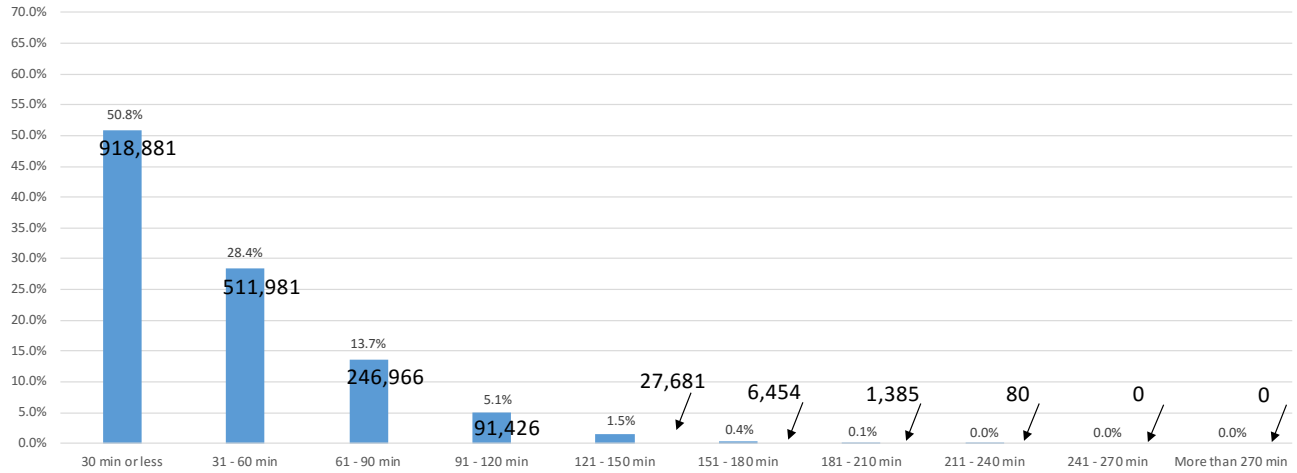
Wait Times by Range: Month of June, 2019

Range	Percent	Count
30 min or less	51.2%	826,699
31 - 60 min	28.8%	464,549
61 - 90 min	13.4%	216,179
91 - 120 min	4.9%	79,331
121 - 150 min	1.4%	21,899
151 - 180 min	0.3%	4,739
181 - 210 min	0.0%	664
211 - 240 min	0.0%	39
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
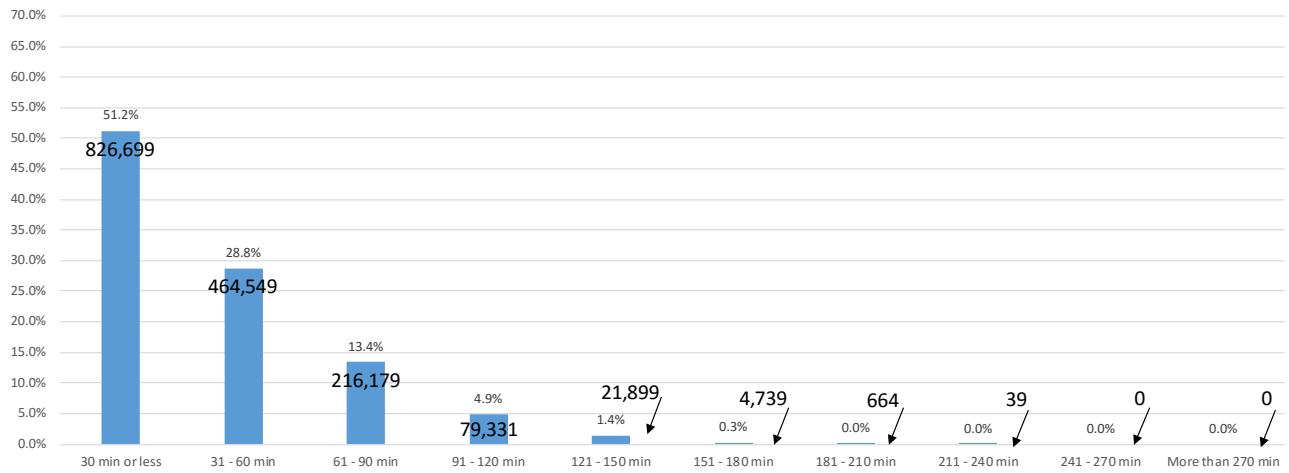
Wait Times by Range: Month of May, 2019

Range	Percent	Count
30 min or less	59.9%	984,880
31 - 60 min	27.0%	444,416
61 - 90 min	9.9%	162,525
91 - 120 min	2.6%	42,888
121 - 150 min	0.5%	7,906
151 - 180 min	0.1%	1,280
181 - 210 min	0.0%	48
211 - 240 min	0.0%	0
241 - 270 min	0.0%	0
More than 270 min	0.0%	0
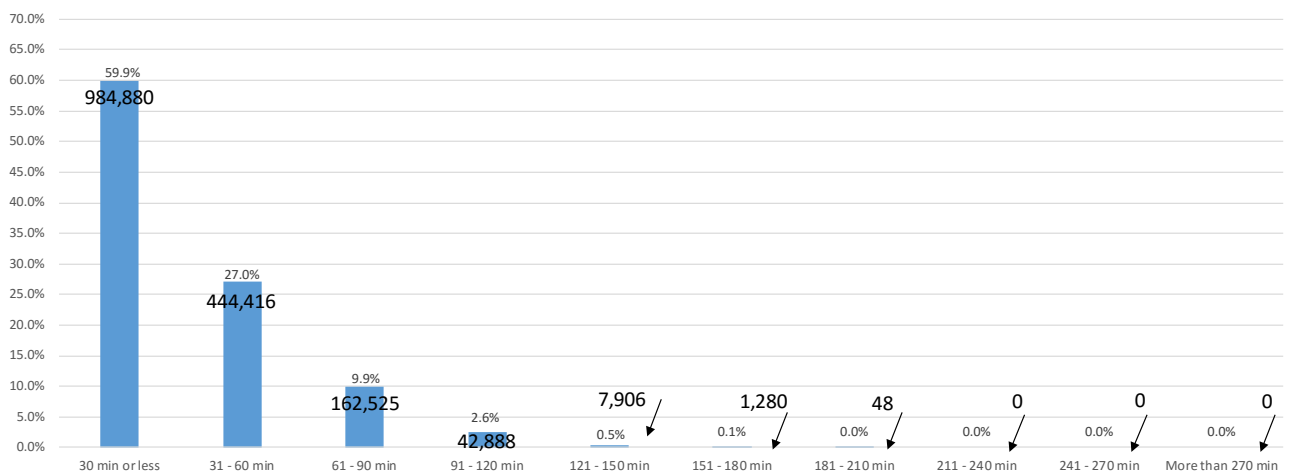
Wait Times by Range: Month of April, 2019

Range	Percentage	Count
30 min or less	53.2%	848,379
31 - 60 min	28.2%	449,128
61 - 90 min	12.5%	198,869
91 - 120 min	4.4%	69,450
121 - 150 min	1.3%	20,398
151 - 180 min	0.4%	6,307
181 - 210 min	0.0%	714
211 - 240 min	0.0%	19
241 - 270 min	0.0%	11
More than 270 min	0.0%	3
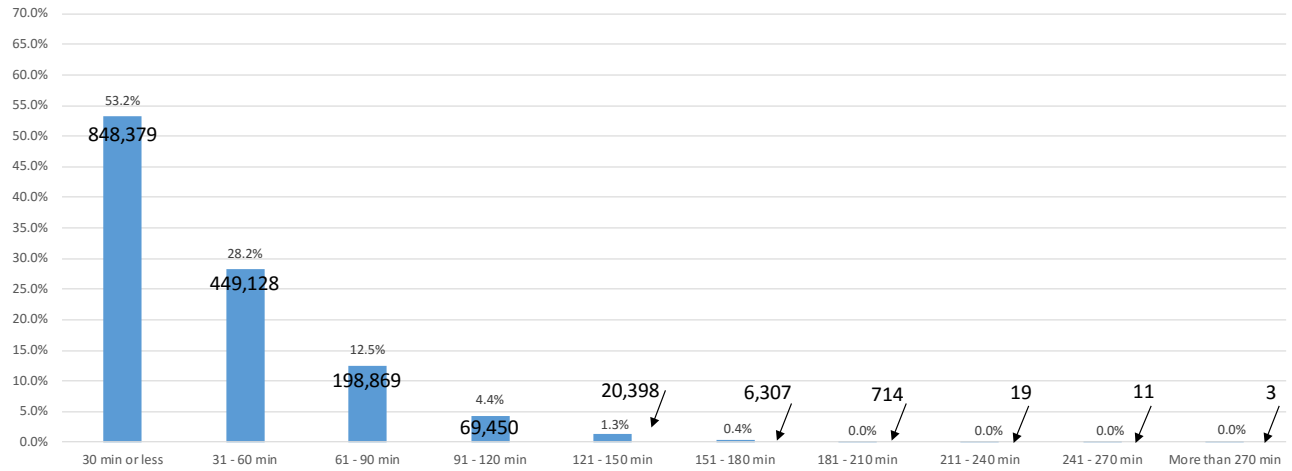
APPENDIX A

FIELD OFFICE AVERAGE WAIT TIMES

Region I

DEPARTMENT of MOTOR VEHICLES
Average Wait Time by Field Office
Month of September, 2019

| Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ALTURAS		14	1	1,309	4	-	4	1,323	4	4
CHICO		1,002	12	6,766	32	-	32	7,768	29	29
COLUSA		139	5	2,597	15	-	15	2,736	15	15
CORTE MADERA		2,009	12	5,311	28	-	28	7,320	24	24
CRESCENT CITY		219	5	2,315	19	-	19	2,534	17	18
EUREKA		1,137	6	5,948	26	-	26	7,085	23	23
FALL RIVER MILLS		29	4	1,027	11	-	11	1,056	11	11
FORT BRAGG		98	11	1,719	21	-	21	1,817	21	20
GARBERVILLE		119	7	1,199	23	-	23	1,318	21	22
GRASS VALLEY		662	9	4,065	26	-	26	4,727	24	24
LAKEPORT		174	12	3,209	36	-	36	3,383	35	35
MOUNT SHASTA		107	16	1,870	23	-	23	1,977	23	23
NOVATO		986	8	4,562	23	-	23	5,548	21	20
OROVILLE		683	10	3,929	23	-	23	4,612	21	21
PARADISE		-	-	-	-	-	-	-	-	-
PETALUMA		2,134	13	5,464	35	1	36	7,598	29	29
QUINCY		62	4	1,631	14	-	14	1,693	13	14
RED BLUFF		1,203	8	4,550	13	1	14	5,753	12	13
REDDING		2,375	13	7,575	28	-	28	9,950	24	25
SANTA ROSA		2,619	9	9,285	28	3	31	11,904	24	26
SOUTH LAKE TAHOE		328	8	2,380	31	3	34	2,708	28	31
SUSANVILLE		225	8	2,186	26	-	26	2,411	25	24
TRUCKEE		377	13	2,611	34	1	35	2,988	31	32
UKIAH		568	13	3,994	24	3	27	4,562	22	25
WEAVERVILLE		59	7	1,104	14	-	14	1,163	13	14
WILLOWS		262	10	2,306	18	3	21	2,568	18	20
YREKA		320	10	2,017	27	-	27	2,337	25	25
YUBA CITY		2,530	12	10,505	20	-	20	13,035	18	18
Region I (Northern CA)TOTAL		**20,440**	**11**	**101,434**	**25**	**1**	**26**	**121,874**	**22**	**23**

Saturday Service in 62 Offices

Region II

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
CAPITOLA		480	16	7,317	18	-	18	7,797	18	18
DALY CITY	6	3,100	24	13,950	39	31	70	17,050	36	62
EL CERRITO		2,606	11	12,279	29	-	29	14,885	26	26
FREMONT		1,599	20	7,589	39	-	39	9,188	35	36
GILROY		816	11	6,427	14	-	14	7,243	14	14
HAYWARD		1,915	19	9,309	36	-	36	11,224	33	33
HOLLISTER		271	7	3,000	11	-	11	3,271	11	11
KING CITY		442	10	3,453	12	-	12	3,895	12	12
LOS GATOS		1,768	30	6,324	44	-	44	8,092	41	41
OAKLAND CLAREMONT		2,779	25	12,201	38	-	38	14,980	36	36
OAKLAND COLISEUM	13	2,223	28	9,057	56	-	56	11,280	50	51
PLEASANTON		1,827	18	9,498	34	-	34	11,325	32	31
REDWOOD CITY	12	2,279	27	9,075	57	-	57	11,354	51	51
SALINAS		1,666	14	7,340	22	-	22	9,006	20	20
SAN FRANCISCO		3,923	13	14,311	33	3	36	18,234	28	31
SAN JOSE	18	3,174	22	12,100	53	-	53	15,274	46	46
SAN JOSE DLPC		2,437	17	15,878	38	-	38	18,315	35	35
SAN MATEO		1,124	24	9,091	45	-	45	10,215	43	43
SANTA CLARA		2,164	25	16,238	50	-	50	18,402	47	47
SANTA TERESA		1,934	29	8,309	49	-	49	10,243	45	45
SEASIDE		975	8	5,860	14	-	14	6,835	13	13
WATSONVILLE		689	23	3,928	29	-	29	4,617	28	28
Region II (Bay Area) TOTAL		**40,191**	**20**	**202,534**	**38**	**2**	**40**	**242,725**	**35**	**37**

Saturday Service in 62 Offices

Region III

Month of September, 2019	Sep Top 20	APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE		Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
AUBURN		1,088	5	5,365	9	-	9	6,453	8	8
CARMICHAEL		3,195	14	12,924	40	-	40	16,119	35	35
CONCORD		1,858	14	10,946	31	-	31	12,804	28	29
DAVIS		1,779	11	4,460	24	-	24	6,239	20	20
FAIRFIELD		2,185	11	9,360	26	-	26	11,545	23	23
FOLSOM		2,528	13	7,871	41	-	41	10,399	35	34
JACKSON		408	4	2,719	20	-	20	3,127	18	18
LODI		2,554	19	8,512	45	-	45	11,066	39	39
MANTECA		1,954	14	5,836	41	-	41	7,790	34	34
NAPA		1,629	5	8,056	9	-	9	9,685	8	8
PITTSBURG		897	16	9,586	23	4	27	10,483	22	26
PLACERVILLE		735	11	3,602	32	-	32	4,337	29	28
ROCKLIN		1,738	10	5,755	23	4	27	7,493	20	23
ROSEVILLE		3,430	9	11,891	22	6	28	15,321	19	24
SACRAMENTO		2,331	8	18,178	21	-	21	20,509	19	20
SACRAMENTO SOUTH		3,268	13	13,565	40	-	40	16,833	35	35
SAN ANDREAS		307	6	2,293	20	-	20	2,600	18	18
SONORA		833	9	2,943	25	-	25	3,776	22	22
STOCKTON		1,924	8	13,125	19	-	19	15,049	18	18
TRACY		1,214	14	9,092	32	-	32	10,306	30	30
VACAVILLE		1,098	12	5,395	42	-	42	6,493	37	37
VALLEJO		1,414	9	8,974	21	-	21	10,388	19	19
WALNUT CREEK		1,306	10	5,480	28	4	32	6,786	25	28
WOODLAND		1,230	13	5,124	45	4	49	6,354	39	42
Region III (Sacramento Area) TOTAL		**40,903**	**11**	**191,052**	**28**	**1**	**29**	**231,955**	**25**	**26**

Saturday Service in 62 Offices

Region IV

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARVIN		658	16	4,570	22	-	22	5,228	21	21
BAKERSFIELD		1,689	12	10,942	36	10	46	12,631	33	41
BAKERSFIELD SW		1,444	12	11,616	36	-	36	13,060	33	33
BISHOP		144	8	1,516	28	-	28	1,660	26	26
CLOVIS		1,871	14	10,839	24	-	24	12,710	23	23
COALINGA		211	8	1,443	15	-	15	1,654	14	14
DELANO		615	10	5,027	23	-	23	5,642	21	22
FRESNO		3,221	17	19,304	35	-	35	22,525	33	32
FRESNO NORTH		1,878	17	7,604	41	-	41	9,482	36	36
HANFORD		1,166	14	6,720	25	-	25	7,886	23	23
LAKE ISABELLA		135	9	1,245	18	-	18	1,380	17	17
LOS BANOS		480	12	4,787	21	-	21	5,267	20	20
MADERA		842	15	6,057	27	-	27	6,899	26	26
MARIPOSA		438	14	1,233	28	-	28	1,671	24	24
MERCED		1,854	14	9,778	23	-	23	11,632	22	22
MODESTO		2,824	21	12,965	40	-	40	15,789	37	37
PORTERVILLE		856	19	5,162	28	-	28	6,018	26	27
REEDLEY		941	9	7,671	21	10	31	8,612	20	29
RIDGECREST		265	13	3,031	23	-	23	3,296	22	22
SHAFTER		501	11	4,915	20	5	25	5,416	19	24
TAFT		224	8	2,246	13	-	13	2,470	13	13
TULARE		920	11	6,262	34	-	34	7,182	31	31
TURLOCK		1,647	17	8,042	34	-	34	9,689	31	31
VISALIA		680	9	5,061	18	6	24	5,741	17	22
Region IV (Central Valley) TOTAL		**25,504**	**15**	**158,036**	**30**	**2**	**32**	**183,540**	**27**	**30**

Saturday Service in 62 Offices

Region V

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
ARLETA		2,438	17	14,144	47	-	47	16,582	43	43
GLENDALE		4,221	3	13,297	32	-	32	17,518	25	25
GOLETA		604	10	4,548	29	-	29	5,152	27	27
PACOIMA DLPC		694	15	6,563	40	-	40	7,257	37	38
HOLLYWOOD COLE	11	2,303	14	7,301	59	-	59	9,604	48	48
HOLLYWOOD WEST		1,865	5	6,475	15	-	15	8,340	13	13
LANCASTER		4,400	17	16,651	37	-	37	21,051	33	33
LOMPOC		696	15	4,595	35	-	35	5,291	32	32
NEWHALL	14	2,272	29	6,978	56	-	56	9,250	49	49
OXNARD	15	2,306	14	7,621	56	-	56	9,927	46	46
PASO ROBLES		875	20	3,679	38	-	38	4,554	34	35
SAN LUIS OBISPO		2,342	29	5,606	51	-	51	7,948	45	44
SANTA BARBARA		550	16	3,949	39	-	39	4,499	36	36
SANTA MARIA		1,635	13	5,968	48	-	48	7,603	40	40
SANTA MONICA		1,574	13	11,209	45	-	45	12,783	41	41
SANTA PAULA		476	6	5,764	25	-	25	6,240	24	24
SIMI VALLEY		1,446	9	6,048	33	-	33	7,494	29	28
THOUSAND OAKS		1,414	13	9,466	36	-	36	10,880	33	33
VAN NUYS		1,171	13	18,939	41	-	41	20,110	39	39
VENTURA		1,889	9	8,928	39	-	39	10,817	34	34
WINNETKA		2,230	21	13,058	42	-	42	15,288	39	39
Region V (Northern Los Angeles/Coastal Area) TOTAL		**37,401**	**15**	**180,787**	**41**	**-**	**41**	**218,188**	**36**	**36**

Saturday Service in 62 Offices

Region VI

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BELL GARDENS	3	2,907	26	12,038	79	-	79	14,945	68	69
BELLFLOWER		4,172	14	15,965	40	-	40	20,137	34	35
COMPTON		3,081	12	10,657	42	-	42	13,738	35	35
CULVER CITY	19	3,560	27	12,249	52	-	52	15,809	46	46
EL MONTE	16	2,239	22	9,599	55	-	55	11,838	49	49
HAWTHORNE	4	3,032	30	11,433	76	-	76	14,465	67	66
INGLEWOOD		1,649	14	10,332	39	-	39	11,981	36	36
LINCOLN PARK		2,880	15	10,845	49	-	49	13,725	42	42
LONG BEACH	10	3,063	15	13,335	60	-	60	16,398	51	52
LOS ANGELES	2	3,915	32	13,448	64	19	83	17,363	56	72
MONTEBELLO	9	2,867	23	9,888	61	-	61	12,755	53	53
PASADENA	1	4,417	18	11,130	49	37	86	15,547	40	67
SAN PEDRO		2,201	11	10,460	39	-	39	12,661	34	34
TORRANCE	7	2,885	23	8,152	54	13	67	11,037	46	56
WEST COVINA	8	3,818	24	13,427	65	-	65	17,245	56	56
WHITTIER		3,042	16	13,488	46	-	46	16,530	40	41
Region VI (Los Angeles Area) TOTAL		**49,728**	**20**	**186,446**	**54**	**4**	**58**	**236,174**	**47**	**50**

Saturday Service in 62 Offices

Region VII

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BARSTOW		1,227	15	4,238	34	-	34	5,465	30	30
COSTA MESA		2,978	17	12,454	42	-	42	15,432	37	37
FONTANA		5,014	13	18,804	41	-	41	23,818	35	35
FULLERTON		3,570	16	22,760	35	-	35	26,330	33	32
LAGUNA HILLS		3,105	20	9,680	50	-	50	12,785	43	43
NEEDLES		256	9	1,371	19	-	19	1,627	18	17
NORCO	20	2,079	23	10,319	49	3	52	12,398	45	47
POMONA		3,403	21	14,743	45	-	45	18,146	41	41
RANCHO CUCAMONGA		3,439	15	16,531	39	-	39	19,970	34	35
REDLANDS		2,323	19	8,438	39	-	39	10,761	35	35
RIVERSIDE		3,600	25	8,756	49	-	49	12,356	42	42
RIVERSIDE EAST	17	4,694	24	15,572	55	-	55	20,266	48	48
SAN BERNARDINO		3,779	11	13,592	34	-	34	17,371	29	29
SANTA ANA		3,550	15	18,345	41	-	41	21,895	37	37
STANTON DLPC	5	713	20	3,258	68	5	73	3,971	59	63
VICTORVILLE		3,697	19	13,498	43	-	43	17,195	38	38
WESTMINSTER		3,657	18	19,263	51	-	51	22,920	45	46
Region VII (Orange County/Inland Empire) TOTAL		51,084	18	211,622	43	-	43	262,706	38	38

Saturday Service in 62 Offices

Region VIII

Month of September, 2019		APPOINTMENT		NON-APPOINTMENT				OVERALL - Appt / Non-Appt		
OFFICE	Sep Top 20	Cust Served	Queue Wait Time	Cust Served	Queue Wait Time	Pre-Queue Wait Time	Queue + Pre-Queue (Non-Appt)	Total Cust Served	Queue Wait Time	Queue & PreQueue Wait Time
BANNING		1,207	7	5,994	23	-	23	7,201	20	20
BLYTHE		153	2	1,401	6	-	6	1,554	6	6
BRAWLEY		539	8	4,476	15	-	15	5,015	15	14
CHULA VISTA		2,800	12	22,383	39	-	39	25,183	36	36
EL CAJON		2,260	10	16,288	35	-	35	18,548	32	32
EL CENTRO		1,086	6	6,095	15	-	15	7,181	14	14
HEMET		2,015	4	13,459	10	-	10	15,474	9	9
INDIO		1,801	10	7,085	19	-	19	8,886	17	17
OCEANSIDE		3,128	19	9,156	37	-	37	12,284	32	32
PALM DESERT		1,465	5	7,660	10	-	10	9,125	9	9
PALM SPRINGS		1,879	7	5,399	23	-	23	7,278	-	-
POWAY		2,687	12	8,889	26	-	26	11,576	22	23
SAN CLEMENTE		1,552	10	7,242	37	-	37	8,794	32	32
SAN DIEGO CLAIREMONT		4,916	13	17,906	41	-	41	22,822	35	35
SAN DIEGO NORMAL		2,930	11	12,309	42	-	42	15,239	36	36
SAN MARCOS		3,066	17	15,124	37	-	37	18,190	33	34
SAN YSIDRO		2,105	8	13,463	28	-	28	15,568	26	25
TEMECULA		2,537	9	9,903	30	-	30	12,440	26	26
TWENTYNINE PALMS		320	8	3,088	18	-	18	3,408	18	17
Region VIII (San Diego Area) TOTAL		38,446	11	187,320	30	-	30	225,766	27	27
STATEWIDE TOTALS		303,697	16	1,419,231	37	1	38	1,722,928	33	34

Saturday Service in 62 Offices

Appendix B
September Outage Summary

Number	Source of Failure		Number of Offices Impacted or Statewide	DMV Operations			Duration hh:mm	Reported Issue	DMV Services / Applications Impacted *Workaround Explained if Applicable	DMV Operational Impact	Direct or Indirect Cause of Outage	Resolution
	Component	Cause		Disruption Start Date	Returned to Normal Date							
1	Other	Undetermined	Statewide	Tue 09/03/2019 15:27	Tue 09/03/2019 15:45	0:18	DMV Public website customer self-service applications were performing slower than normal.	DMV Public Website and access to DMV Customer self-service tools: -Vehicle Registration Renewal -Driver License Renewal -Real ID Learn More -On-line forms -Address Change -Schedule Appointments	Disruption to customer service and Increased Call Center call volumes.	Direct: Undetermined	System recovered without intervention.
2	Vendor	Application	Multiple FO	Tue 09/03/2019 9:00	Tue 09/03/2019 10:00	1:00	Field Office Automated Document Automation Devices (DAD) were stuck on "Initializing".	Document Authentication Devices used to process applications for Drivers License and Identification Cards. * Field Offices used established secondary review.	Drivers License and Identification Card processing.	Direct: Database deadlocks impacted the performance of the Document Authentication Devices. Indirect: Root Cause Analysis requested from vendor, Gemalto.	Database deadlocks released and service was restored.
3	Vendor	Application	Single Office	Thu 09/05/2019 10:40	Thu 09/05/2019 11:53	1:13	Field Office Automated Document Automation Devices (DAD) were intermittently unavailable.	Document Authentication Devices used to process applications for Drivers License and Identification Card. * Field Offices used established secondary review.	Drivers License and Identification Card processing.	Direct: Database deadlocks impacted the performance of the Document Authentication Devices. Indirect: Root Cause Analysis requested from vendor, Gemalto.	Database deadlocks released and service was restored.
4	Vendor	Network Connectivity	Statewide	Fri 09/06/2019 11:16	Fri 09/06/2019 16:39	5:23	Field Office Self Service Kiosks (DMV Now Kiosks) displayed error message "No communication with Vendor" and were non-functional.	Statewide Kiosk Vehicles Registration services. * DMV Website Self Service applications or Field Offices visit.	Customer Self-Service transactions: - Vehicle registration renewal - File for planned nonoperation (PNO) status - Pay vehicle registration suspension reinstatement fee - Submit an affidavit of non-use (ANU) - Remove an ANU - Submit proof of insurance when requested by the Vehicle Insurance Program	Direct: Vendor, ITI, experienced a network outage. Indirect: Vendor secondary failover circuit not activated.	Vendor manually cutover to secondary circuit.
5	Vendor	Network Connectivity	Multiple FO	Sat 09/07/2019 8:20	Sat 09/07/2019 17:30	9:10	Field Offices, Merced, Lodi, Modesto and Tracy lost Network Connectivity during Saturday offices hours. Field Offices closed on Saturday: Jackson, Sonora, Stockton, Turlock and San Andreas also lost Network Connectivity.	All Field Office operations. *No workaround	All Field Office operations.	Direct: PG&E power outage. The outage impacted telecom provider, Verizon, which caused the network connectivity outage.	
6	Vendor	Undetermined	DMV Website	Sun 09/15/2019 16:02	Sun 09/15/2019 16:43	0:41	DMV Website Credit Card Payment processing slow.	DMV Website Credit Card Payment processing.	DMV Website customers were unable to complete credit card payments for online vehicles registration services.	Direct: Undetermined	Service restored to normal. No additional information provided by vendor.
7	Vendor	Change resulting in unanticipated impact	Statewide	Mon 09/16/2019 6:30	Mon 09/16/2019 12:30	6:00	Field Office Automated Knowledge Testing (AKTE) devices, Document Automation Devices (DAD), and the Start Here system were stuck on the windows logo screen and did not launch applications. In addition, the Field Office waiting area displays could not display queuing information used to notify customers when a Field Office technician was available.	Field Office customers were unable to use the AKTE devices to complete driver license forms and testing. The Field Office technicians were unable to use DADs to verify identifications documents required for Drivers License and Identification Card processes. Field Office technicians were unable to issue ticket numbers used to manage customer flow and queuing. * Field Offices used established workarounds.	Drivers License and Identification Card processing as wells as customer flow and queuing.	Direct: DMV Virus scanning process incorrectly identified a system file as a Potentially Unwanted Program and deleted the file from the impacted devices.	Updated virus scanning exclusion rules to prevent the required program from being removed. Pushed the program to the impacted devices and rebooted the devices
8	Vendor	Other	Multiple FO	Thu 09/19/2019 16:28	Fri 09/20/2019 15:15	23:47	Field Offices were unable to call DMV headquarters and other phone numbers in the 916 area codes.	Field Offices were unable to contact DMV headquarters support units for assistance to resolve complex drivers licenses and identification card applications as well as vehicle registrations transactions. *Field Office Division were provided 800 numbers as alternatives to the direct 916 area code phone numbers for access to DMV headquarters support units.	Field Office complex drivers licenses and identification card applications as well as vehicle registrations transaction processing was delayed until alternative headquarters support unit phone numbers, not in the 916 area code, were provided.	Direct: Failure in the long distance transport facility route to the Sacramento Telco Provider Tandem Switch.	Telco provider repaired.
9	Vendor	Configuration	DMV Website	Sat 09/21/2019 15:59	Sat 09/21/2019 18:20	2:21	DMV Website Electronic Driver License and Identification Card (ID) Application (EDL44) intermittently unavailable.	The EDL44 Electronic Driver License and Identification Card (ID) Application was intermittently unavailable. *No workaround.	Disruption to Customer Self-Service and Increased Call Center call volumes and Field Office visits.	Direct: Root cause analysis requested from F5 Silverline	Vendor, F5 silverline, resolved the issue and service was restored.